




My Pay Update

Edition 3 – 19/08/2025

Key information in this edition:

- ▶ Communication about Stage 1 Payroll Remediation to start next 4-6 weeks (25 Aug to 3 Oct)
- ▶ Reminder - lockdown *pay information*. It can only come from an approved person.
- ▶ *New projects* coming online for your immediate attention.

	UPDATE:	 ACTION:						
3.1	<p>Payroll Remediation Back Payments - Manager Sessions</p> <p>Last Thursday, Bec Daley (Manager, People and Workplace Culture) held Remediation Backpay sessions with store managers and Regional Managers to advise on the following for impacted team members:</p> <ul style="list-style-type: none"> - Communication timeline/s - Setting realistic expectations about back payment amounts <p>Further details are below.</p>	<input type="checkbox"/> For your attention						
3.2	<p>Payroll Remediation Back Payments – Communication Timeline</p> <p>Over the next 4 to 6 weeks, Bec Daley and a team supporting the Remediation Backpay project will contact team members who are owed money from the Remediation Backpay project.</p> <p>The reason for these calls will be to support team members with the information about their individual payroll review and back pay options.</p>	<input type="checkbox"/> Store Managers to discuss timeframes with team members <input type="checkbox"/> Store Managers can use the slides attached to this update <input type="checkbox"/> Pass questions to wages@ceqld.org.au						
3.3	<p>Payroll Remediation Back Payments – Reality Check</p> <p>Store and Regional Managers are asked to have a "reality check" discussion with their team members about back payments. The goal is to ensure team members have realistic expectations about what they may be owed.</p> <p>Team members will fall into one of three groups - some might receive a larger payment, others might receive only a small amount. We don't want anyone to expect big money when the back payment might be small, like only \$21.</p> <table border="1" data-bbox="181 1659 1090 1765"> <thead> <tr> <th>1</th> <th>2</th> <th>3</th> </tr> </thead> <tbody> <tr> <td>Not impacted No \$0 due</td> <td>Small backpay \$10 - \$499</td> <td>Large backpay >\$500</td> </tr> </tbody> </table>	1	2	3	Not impacted No \$0 due	Small backpay \$10 - \$499	Large backpay >\$500	<input type="checkbox"/> Have a Reality Check conversation with team members <input type="checkbox"/> Use the slides attached to this update <input type="checkbox"/> Pass questions to wages@ceqld.org.au
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Not impacted No \$0 due	Small backpay \$10 - \$499	Large backpay >\$500						
3.4	<div data-bbox="197 1816 371 1973" data-label="Image"> </div> <p>Payroll Information – Sanction</p> <p>I am concerned some managers are giving staff incorrect or misleading information about pays and wages. To support our teams and protect the organisation, any information shared about pay and salaries must be clear, accurate, and compliant – and, at this stage, can only be answered via the emails on the action list.</p>	<input type="checkbox"/> Stop answering questions about payroll matters <input type="checkbox"/> Refer questions to wages@ceqld.org.au or directly to bec.daley@ceqld.org.au						

<p>3.5</p>	<p>Payroll Remediation Stages</p> <p>There are two stages to our remediation work:</p> <table border="1" data-bbox="183 414 1090 784"> <thead> <tr> <th></th> <th>Review</th> <th>Remediation</th> <th>Timeline</th> </tr> </thead> <tbody> <tr> <td>Stage 1</td> <td>Rostering & Rounding Project</td> <td> <ul style="list-style-type: none"> Analysis of 2 million timesheet entries Award rules interpreted accurately Back payments paid Ensure we clock on/off and roster in line with Award expectations </td> <td>Feb (YC start) to Oct</td> </tr> <tr> <td>Stage 2</td> <td>Roles & Remuneration Project</td> <td> <ul style="list-style-type: none"> Assessment of all roles Accurate position descriptions Roles mapped to the correct employment Award All roles working to the right Award Determination of any back payments </td> <td>Starts in the next 3 to 4 weeks</td> </tr> </tbody> </table>		Review	Remediation	Timeline	Stage 1	Rostering & Rounding Project	<ul style="list-style-type: none"> Analysis of 2 million timesheet entries Award rules interpreted accurately Back payments paid Ensure we clock on/off and roster in line with Award expectations 	Feb (YC start) to Oct	Stage 2	Roles & Remuneration Project	<ul style="list-style-type: none"> Assessment of all roles Accurate position descriptions Roles mapped to the correct employment Award All roles working to the right Award Determination of any back payments 	Starts in the next 3 to 4 weeks	
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<p>3.6</p>	 <p>Position Description and Salary – Sanction</p> <p>While the Roles & Remuneration Project is underway, position descriptions cannot be changed, and salaries cannot be adjusted. Please see the overview of Stage 2, mentioned above, for details on why this is important.</p>	<p><input type="checkbox"/> Urgently contact Bec Daley if this impacts you or your team members.</p>												
<p>3.7</p>	<p>Fact Sheets</p> <p>The Rostering Fact Sheet has been delayed due to unforeseen circumstances. The team is working hard to ensure the toolkits are easy to follow and include the most relevant information for all team members.</p>	<p><input type="checkbox"/> Keep an eye on updates to know when the fact sheets are released.</p> <p><input type="checkbox"/> Let your team members know when new information is released.</p>												
<p>3.8</p>	<p>What's next?</p> <table border="1" data-bbox="183 1276 869 1512"> <thead> <tr> <th>Information</th> <th>Published</th> </tr> </thead> <tbody> <tr> <td>My Pay Communication Toolkit</td> <td>5 Sept</td> </tr> <tr> <td>Rostering Fact Sheet & Resources</td> <td>29 Aug</td> </tr> <tr> <td>Operation My Pay Brief</td> <td>11-14 Aug</td> </tr> <tr> <td>Role and Reward Project Brief</td> <td>22 Sept</td> </tr> <tr> <td>In the Loop, Edition 3</td> <td>2 Sept</td> </tr> </tbody> </table>	Information	Published	My Pay Communication Toolkit	5 Sept	Rostering Fact Sheet & Resources	29 Aug	Operation My Pay Brief	11-14 Aug	Role and Reward Project Brief	22 Sept	In the Loop, Edition 3	2 Sept	<p><input type="checkbox"/> Reach out to Bec Daley directly if you want to have a yarn about the updates.</p>
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